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July 31, 2000

To: Mitsubishi Motors Dealers

Re: Ball Joint Recall

Based on questions we have received from the field, we wish to provide further clarification on the Ball Joint recall released in June, 1999.

Please be advised that, according to the terms of a recall, **vehicle mileage is not a factor in this recall.**

If you are faced with a customer whose ball joint has failed and this customer received a recall notice or renotification *but has not had the inspection performed*, the failure is to be covered under the terms of the recall. This is regardless of vehicle mileage.

If you are dealing with a customer who received the recall notice, hasn't yet had the inspection performed and wishes to have the vehicle's ball joints inspected, there must be evidence of a leaking or damaged boot (as defined by the terms of the recall) in order for the replacement to be covered under the recall. Likewise, there is no mileage limitation in this case.

Please be certain you are pulling a warranty superscreen on every vehicle you are performing work on in order to ensure that it is current for *all* recalls.

Please share this information with your Service Department Management.

Should you have any questions, please contact your District Parts and Service Manager or your Regional Office.

Sincerely,

A handwritten signature in black ink, appearing to read "Peg Dilworth-Hunt". The signature is fluid and cursive, with a large initial "P" and "D".

Peg Dilworth-Hunt
Director of Service